## HOW TO FILE A COMPLAINT WITH THE AUDIT UNIT

You may use this form to file a complaint against your insurance company.

Please read the instructions on the form. It gives examples of claims violations. Complete, sign, and date the form.

The Audit Unit tracks complaints against insurance companies who adjust California workers' compensation claims. While not all complaints result in investigations or audits, it is important that the Audit Unit hear about your complaints.

Please send your completed complaint to any of the following addresses:

2424 Arden Way, Ste. 305 Sacramento, CA 95825 455 Golden Gate Ave., 9th Floor San Francisco, CA 94102

1515 Clay Street, 6th Floor Oakland, CA 94612 1661 No. Raymond Ave., Rm. 201 Anaheim, CA 92801

6150 Van Nuys Blvd., Rm. 200 Van Nuys, CA 91401

You may also send a copy to your insurance company. Sometimes, this helps resolve a problem.

Because of confidentiality restrictions imposed by law, you will *not* be informed of the results of your complaint. However you will be advised by the Audit Unit if benefits are found to be due and unpaid on your case.

If you need help you may call an Information and Assistance Office. The local I & A phone numbers are listed on the back of this guide.

The information contained in this guide is general in nature and is not intended as a substitute for legal advice. Changes in the law or the specific facts of your case may result in legal interpretations which are different than presented here.

## WORKERS' COMPENSATION APPEALS BOARD DISTRICT OFFICES

1661 N. Raymond Avenue Ste. 200         (714) 738-4038         1880 North Main Street, 1st Floor Information & Assistance Unit         (408) 443-3058 Information & Assistance Unit           BAKERSFIELD, 93309         1800 30th Street, Rm.100 Information & Assistance Unit         (661) 395-2514         SAN BERNARDINO, 92401-1888 464 West Third Street, Ste. 239 Information & Assistance Unit         (909) 383-4522 Information & Assistance Unit           EUREKA, 95501-0421 100 "H* Street, Rm. 2011 Information & Assistance Unit         (707) 441-5723 Information & Assistance Unit         (619) 525-4589 Information & Assistance Unit         (619) 525-4589 Information & Assistance Unit           FRESNO, 93721-2280 2550 Manposa Street, Rm. 4078 Information & Assistance Unit         (559) 445-5355         SAN FRANCISCO (DISTRICT OFFICE), 94102 455 Golden Gate Ave., 2nd Floor Information & Assistance Unit         (415) 703-5020 Information & Assistance Unit           GOLETA, 93117 6755 Hollister Avenue Information & Assistance Unit         (805) 968-4158         100 Paseo de San Antonio, Rm. 223 Information & Assistance Unit         (408) 277-1292 Information & Assistance Unit           GROVER BEACH, 93433-2261 1562 Grand Avenue Information & Assistance Unit         (805) 481-3296         SANTA ANA, 92701-4080 22 Cviv. Center Plaza, Ste. 451 Information & Assistance Unit         (714) 558-4597 Information & Assistance Unit         (707) 576-2452 Infor	ANAHEIM, 92801		SALINAS, 93906	
1800 30th Street, Rm. 100   (661) 395-2514   444 West Third Street, Ste. 239   (909) 383-4522   Information & Assistance Unit	1661 N. Raymond Avenue, Ste. 200	(714) 738-4038	1880 North Main Street, 1st Floor	(408) 443-3058
1800 30th Street, Rm. 100   (661) 395-2514   444 West Third Street, Ste. 239   (909) 383-4522   Information & Assistance Unit				
EUREKA, 95501-0421 Information & Assistance Unit  (707) 441-5723  SAN DIEGO, 92101-3690 1350 Front Street, Ste. 3012 Information & Assistance Unit  FRESNO, 93721-2280 2550 Mariposa Street, Rm. 4078 Information & Assistance Unit  (559) 445-5355  SAN FRANCISCO (DISTRICT OFFICE), 94102 455 Golden Gate Ave., 2nd Floor Information & Assistance Unit  GOLETA, 93117 6755 Hollister Avenue Information & Assistance Unit  GROVER BEACH, 93433-2261 1562 Grand Avenue Information & Assistance Unit  LONG BEACH, 90802-4460 300 Oceangate Street, 3" Floor Information & Assistance Unit  LONG BEACH, 90802-4460 300 Oceangate Street, 3" Floor Information & Assistance Unit  LOS ANGELES, 90013 340 West 4" Street, 6" Floor Information & Assistance Unit  LOS ANGELES, 90013 340 West 4" Street, 6" Floor Information & Assistance Unit  CAKLAND, 94612 1515 Clay Street, 6th Floor Information & Assistance Unit  CAKLAND, 94612 1515 Clay Street, 6th Floor Information & Assistance Unit  POMONA, 91766 435 W. Mission Blvd., Suite 300 Information & Assistance Unit  (500) 622-2861 31 East Channel Street, Rm. 417 Information & Assistance Unit  REDDING, 96001-2796 2115 Akard, Rm. 21 Information & Assistance Unit  REDDING, 96001-2796 2115 Akard, Rm. 21 Information & Assistance Unit  REDDING, 96001-2796 2115 Akard, Rm. 21 Information & Assistance Unit  REVERSIDE, 92501 3737 Main Street, Ste. 300 (909) 782-4347  31 East Channel Street, Rm. 417 Information & Assistance Unit  RELIGIOUS ASSISTANCE Unit  RELIGIOUS ASSISTANCE Unit  WALNUT CREEK, 94598 175 Lennon Lane, Rm. 200 (925) 977-8343	1800 30th Street, Rm.100	(661) 395-2514	464 West Third Street, Ste. 239	(909) 383-4522
100 "H" Street, Rm. 201	Information & Assistance Unit		Information & Assistance Unit	
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2550 Mariposa Street, Rm. 4078 Information & Assistance Unit		(707) 441-5723		(619) 525-4589
2550 Mariposa Street, Rm. 4078 Information & Assistance Unit				
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6755 Hollister Avenue Information & Assistance Unit	Information & Assistance Unit		Information & Assistance Unit	
Information & Assistance Unit    Information & Assistance Unit				
1562 Grand Avenue   (805) 481-3296   28 Civic Center Plaza, Ste. 451   (714) 558-4597   Information & Assistance Unit   (715) 576-2452   Information & Assistance Unit   (717) 576-245		(805) 968-4158		(408) 277-1292
1562 Grand Avenue   (805) 481-3296   28 Civic Center Plaza, Ste. 451   (714) 558-4597   Information & Assistance Unit   (714) 518-4197   Information & Assistance Unit   (714) 518-4197   Information & Assistance Unit   (714) 518-4197   Information & Assistance Unit   (715) 519-5197   Information & Assistance Unit   (716) 519-5197   Information & Assistance Unit   (717) 576-2452   Information & Assistance Unit   (717) 576-245				
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300 Oceangate Street, 3 <sup>rd</sup> Floor Information & Assistance Unit  LOS ANGELES, 90013 340 West 4 <sup>th</sup> Street, 9 <sup>th</sup> Floor Information & Assistance Unit  COAKLAND, 94612 1515 Clay Street, 6th Floor Information & Assistance Unit  COAKLAND, 94612 1515 Clay Street, 6th Floor Information & Assistance Unit  POMONA, 91766 435 W. Mission Blvd., Suite 300 Information & Assistance Unit  COAKLAND, 96001-2796 2115 Akard, Rm. 21 Information & Assistance Unit  REDDING, 96001-2796 2115 Akard, Rm. 21 Information & Assistance Unit  RIVERSIDE, 92501 3737 Main Street, Ste. 300  (909) 782-4347  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2701 Ocean Park Blvd., Std. 222 Information & Assistance Unit  2707 Street, Ste. 430  (707) 576-2452  1706 Event Ste. 430  (707) 576-2452  1707 Street, Ste. 430  (707) 576-2452  1708 Street, Ste. 430  (707) 576-2452  1708 Street, Ste. 430  (707) 576-2452  1709 Street, Ste. 430  (709) 948-7980  1709	Information & Assistance Unit		Information & Assistance Unit	
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340 West 4 <sup>th</sup> Street, 9 <sup>th</sup> Floor Information & Assistance Unit  OAKLAND, 94612 1515 Clay Street, 6th Floor Information & Assistance Unit  POMONA, 91766 435 W. Mission Blvd., Suite 300 Information & Assistance Unit  POMONA, 91766 435 W. Mission Blvd., Suite 300 Information & Assistance Unit  REDDING, 96001-2796 2115 Akard, Rm. 21 Information & Assistance Unit  RIVERSIDE, 92501 3737 Main Street, Ste. 430 Information & Assistance Unit  STOCKTON, 95202-2314 31 East Channel Street, Rm. 417 Information & Assistance Unit  VAN NUYS, 91401-3373 6150 Van Nuys Blvd., Rm 105 Information & Assistance Unit  VENTURA, 93003-6085 2115 Akard, Rm. 21 Information & Assistance Unit  WALNUT CREEK, 94598 175 Lennon Lane, Rm. 200 (925) 977-8343				
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3737 Main Street, Ste. 300 (909) 782-4347 175 Lennon Lane, Rm. 200 (925) 977-8343				
Information & Assistance Unit Information & Assistance Unit	3737 Main Street, Ste. 300	(909) 782-4347	175 Lennon Lane, Rm. 200	(925) 977-8343
	Information & Assistance Unit		Information & Assistance Unit	
SACRAMENTO, 95825				
2424 Arden Way, Ste. 230 (916) 263-2741 Information & Assistance Unit		(916) 263-2741		

## **AUDIT REFERRAL FORM**

Claims Administrator / Company Name	Injured Worker Name	
Address, City, State, Zip	Address, City, State, Zip	
Claim Number	Date Of Injury	
Date Or Period Of Violations	Employer	
SPECIFIC DETAIL	S OF COMPLAINT	
temporary or permanent disability, vocational relimposed penalties for late payments (indicate the vocational rehabilitation sevices when indicated legal bills, failure to investigate a claim, unsupport attach copies of supporting documentation, if available and the copies of supporting documentation are copies of supporting documentation.	te periods not paid, if known), failure to provide I, failure to pay or object to medical or medical- orted denial of liability for a claim, et al. Please	
Complainant Name & Title	Date	
Address, City, State, Zip		